



Havre Job Service Employers' Committee
Regular Meeting
December 14, 2005

Members Present:

Gail Rainey
Mona Ojeda
Sylvia Murray
Cathy Jamruszka

Job Service Staff Present:

Pam Harada, Manager
Barry Remus, JSEC Coordinator

Members Absent:

Jennifer Hofer
Kati Purkett
Mike Hamilton
Darrel Hannum
Wendy Lynn Gerky
Dolores Plumage

Guests:

What's New at Job Service? Brenda and Carol are at Ft. Belknap presenting the "Managing to Work It Out" training. This is a training that JSEC had offered to employers several years ago. Last week we had Doug Bawden, from central office in Helena, visit our office. He is on a special assignment to work on marketing for Job Service. He talked to Pam, Barry and Mavis looking for ideas on marketing. We may be getting a tool kit on marketing. Kandi has been working on our office webpage. She has added a section on helpful hints for job seekers on using the self-service side of Montana Works. Shortly a customer survey will be added. The address for the website is <http://jsd.dli.state.mt.us/local/havre/> - check it out.

"Give them the Pickle" Video: Watched the video, which is on customer service. The video main points were to master the following 4 key points for great customer service: 1) service 2) attitude 3) consistency and 4) teamwork. Two of the definitions it used were: "Great Customer Service is about ordinary people doing ordinary things extraordinarily well" and "A team is a group of people who go out of their way to make each other look good."

Treasurer's Report: \$626.68 in the checking account, \$30 was paid to the Lions Swim Team to pay for placing the United States flag at Job Service on holidays.

Committee Meeting Reports:

Promotion of Job Service & JSEC to Youth – Cathy, Wendy, Sylvia, & Barry: The committee met and decided that we would support the Jobs for Montana Graduates at Havre High School. Wendy has contacted Fawn and asked her what we can specifically do for the program, she has not heard back. One idea was to have them fold and label the newsletter and pay them for doing it.

Seminar – Gail, Wendy, Delores, & Barry: Hill County Electric/Triangle Telephone is having Steve Beck put on a seminar for them in March and had contacted him for a price for doing one for JSEC. The cost

would be \$2500. It was decided to not do at this time but to wait and see about doing at a later date. Sylvia told us that the Small Business Development Center would be willing to co-sponsor seminars both with money and anything else we needed.

Employer Tool Kit – Darrel, Cathy & Barry: The committee has the web site on a computer and reviewed it. Barry is making some cosmetic changes and will then get a hold of Cindy to have her complete the rest of the changes.

Community Management Team: Pam checked with Mike to see if he wanted to be involved – he does not have time. Sylvia is going to be the Small Business Development Center representative to the team so she will also represent JSEC.

THE NEXT MEETING WILL BE *WEDNESDAY JANUARY 11, 2006 AT 11:30AM AT JOB SERVICE.*